FORUM DISPLAY

GETTING STARTED GUIDE

Updated: 12-13-2016

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Welcome To The Forum Display

The new Forum Display will help you deliver enriching learning experiences for our customers. It replaces our previous Workshop TV, speaker dock, wireless microphone, and Elmo camera. You'll use it during all workshops and other Apple-led sessions.

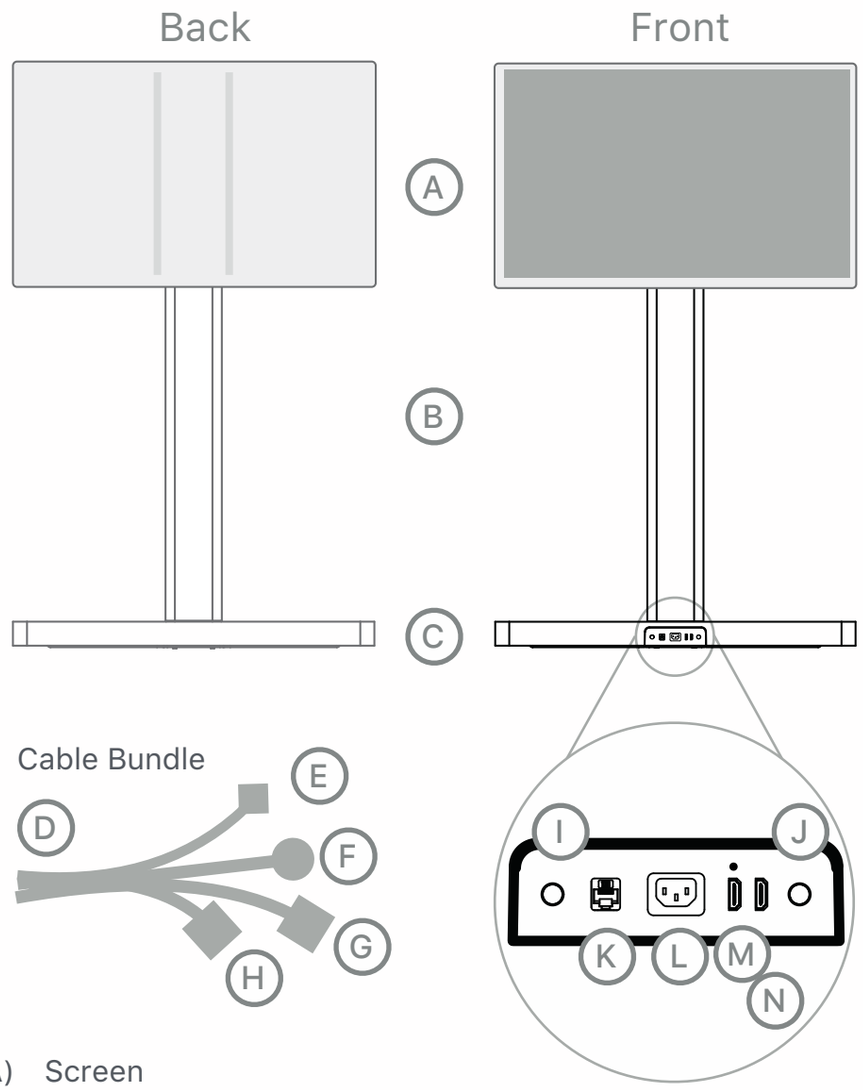
Basic setup and connection time takes approximately 15 minutes.

Refer to the user guide for more product, setup and store details.

PARTS

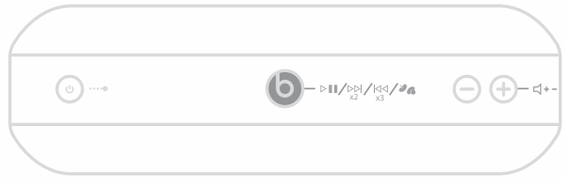
Refer to the user guide for a complete list of parts.

Forum Display

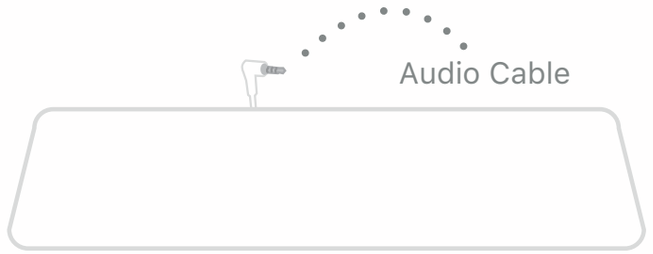


A) Screen
B) Mast
C) Base
D) Forum Display Cable Bundle
E) Ethernet Cable
F) Power Cable
G) HDMI 1 Cable
H) HDMI 2 Cable
I) Mac mini Power Button
J) Audio Transmitter Power Button
K) Ethernet Port
L) Base Power Outlet
M) HDMI 1 Port
N) HDMI 2 Port

Peripherals

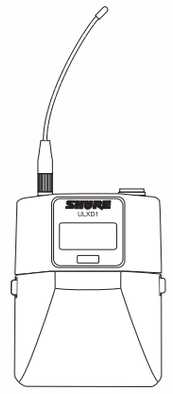


Beats Pill+

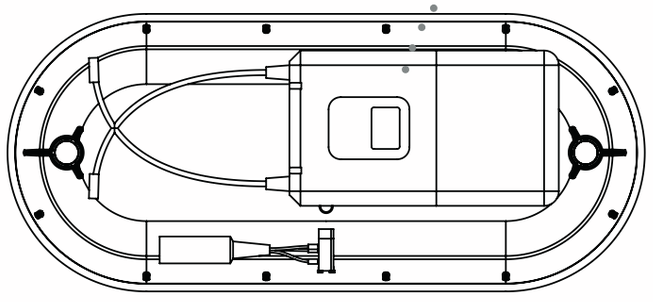


Speaker Stand with
Shure FP5 Audio Receiver

Headset Microphone



Shure ULXD1
Bodypack Transmitter



Bottom of Speaker Stand
(Cover Removed)

Lightning Cable
for Speaker

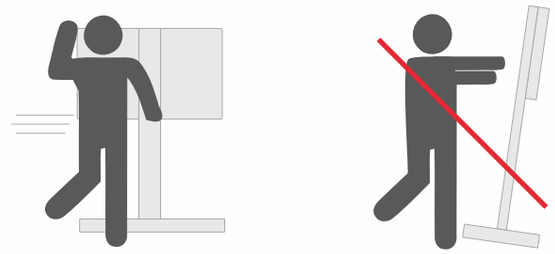
Control iPad

SETUP 10 Minutes

Take your time to carefully move and properly configure the Forum Display to ensure effective use.
If the Forum Display is already in position, skip to page 7.

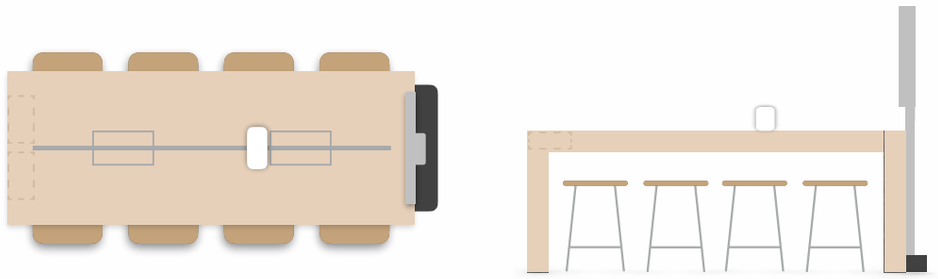
Moving

45 minutes before the next Apple-led session, carefully **push the Forum Display (FD) into place while it's in the low position.** Move the FD sideways. Place one hand on the top of the screen and the other hand on the FD mast to ensure that the display doesn't tip over.
Note: Never move the FD while the screen is in its highest position!



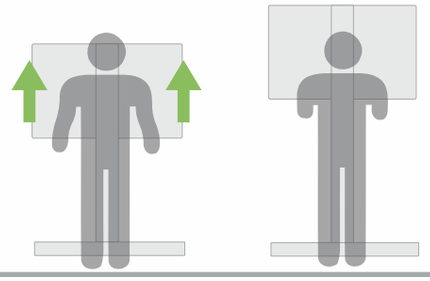
Placement

Use FD at any training table. Table selection is at the discretion of the Store Leader. **Center the base of the FD at the end of the table**, on the side without table drawers when possible.
Place the **Beats Pill+ and speaker stand one-third of the table length away from the FD.** Don't cover a power receptacle. Face the speaker away from the FD screen.



Raise the screen.

Facing the back of the FD stand, place your hands on either side of the TV. Gently raise the screen to its desired position.



Connect the cables.

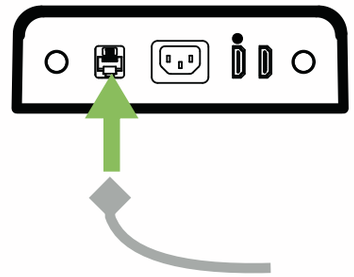
Remove the cable bundle from the Forum Display Accessory Kit and connect it to the FD base. Then connect the other end of the cables to the junction plate located on the bottom surface of the training table.

The Forum Display cable bundle includes:
- Power cable
- Ethernet cable
- 2 HDMI cables (HDMI 1, HDMI 2)

SETUP (CONT.)

Plug in the Ethernet cable.

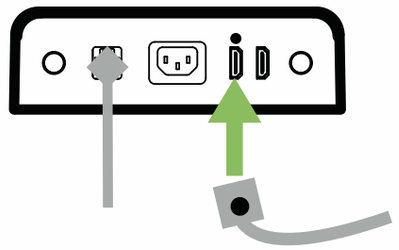
Connect the Ethernet cable to the Ethernet port.



Plug in the HDMI 1 cable.

Connect the HDMI 1 cable to the HDMI 1 port. HDMI 1 is marked with a gray dot.

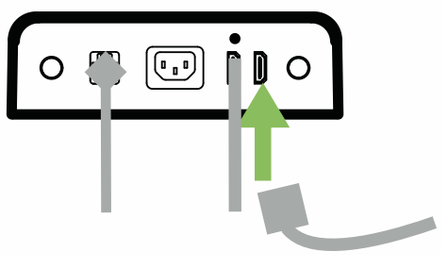
Note: Use the HDMI 1 at all times unless AirPlay has proven to be reliable.



Plug in the HDMI 2 cable.

Connect the HDMI 2 cable to the HDMI 2 port.

Note: The HDMI 2 cable is a direct connection to the FD screen. Only use HDMI 2 when all other display methods are unavailable.

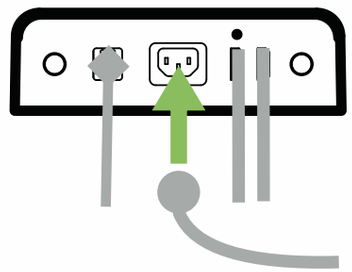


SETUP (CONT.)

Plug in the power cable.

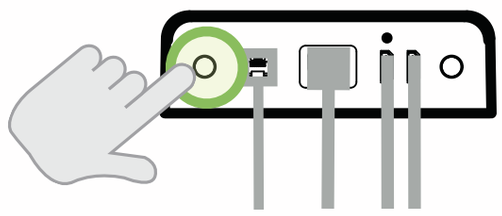
Connect the power cable to base power outlet. This will start the screens startup cycle. The screen doesn’t have a dedicated power switch.

Note: If the power cable is already connected, open AV Control to ensure that the Forum Display hasn’t already been set up. If “Forum Display” isn’t listed, then continue with the setup.



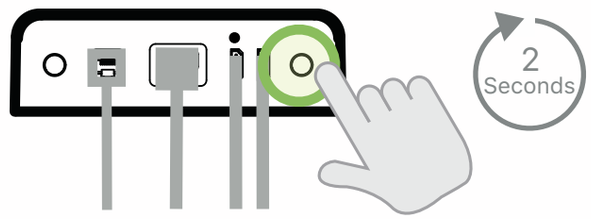
Turn on the Mac mini.

Press the Mac mini power button on the base. You should hear the start-up chime.



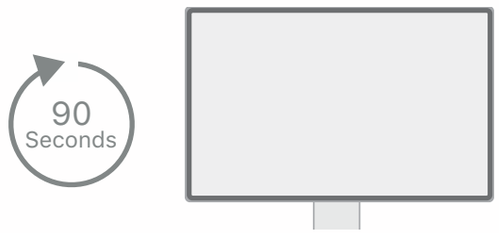
Turn on the audio transmitter.

Press and hold the audio transmitter button for **2 seconds.**



Wait 90 seconds.

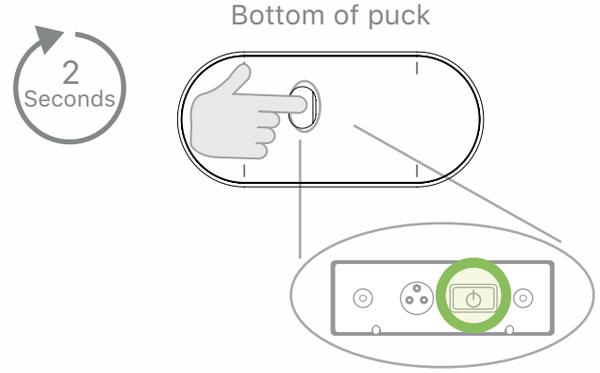
Wait 90 seconds for the Forum Display to start up. The Forum Display is ready to use when you see a **light-gray background on the screen.**



SETUP (CONT.)

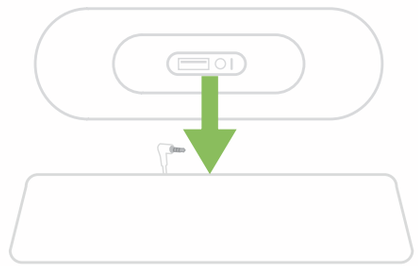
Turn on the speaker stands Shure audio receiver.

From the bottom of the speaker stand, place your finger through the access hole and press and hold the power button on the Shure receiver for **2 seconds.**



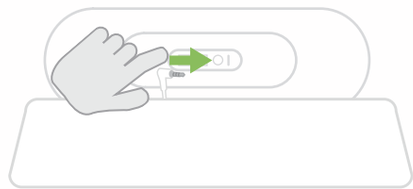
Position the Beats Pill+.

Place the Beats Pill + on top of the speaker stand.



Connect the audio cable.

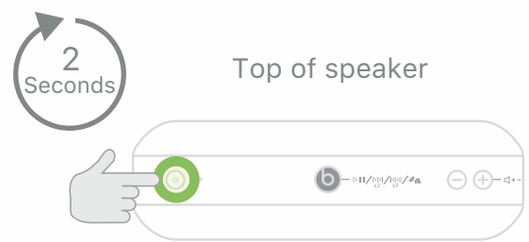
Connect the 3.5mm audio cable from the speaker stand into the bottom of the Beats Pill+.



Turn on the Beats Pill +.

Press and hold the power button for **2 seconds until you hear a start-up sound**. The Beats logo will light up when the speaker is on.

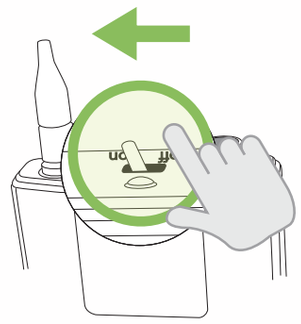
Note: Ensure that the speaker is facing away from the FD screen. The side with the cable and ports should face the FD.



SETUP (CONT.)

Turn on the Shure ULXD1 bodypack transmitter.

Press the power switch on the top of the bodypack transmitter.



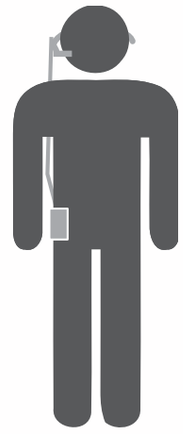
Attach the microphone and Shure bodypack transmitter.

Wrap the microphone around the back of your head and hook it over both ears, with the microphone on the left side of your face.

Adjust the boom to position the mic just below your mouth. Don’t place the mic directly in front of your mouth.

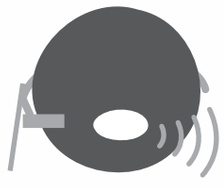
Secure the beltpack to your belt or waistband. Ensure that belt slides all the way into the clip.

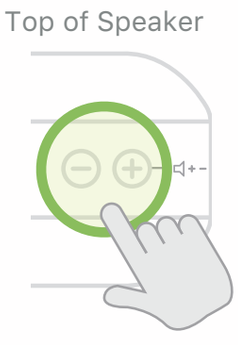
See the user guide for more detailed instructions about using the headset and transmitter.



Test the microphone.

Speak into the microphone and listen for sound coming from the Beats Pill+. Adjust the volume level **on the speaker** if necessary.





CONNECT 5 Minutes

To ensure reliable connections, use hard wired HDMI.

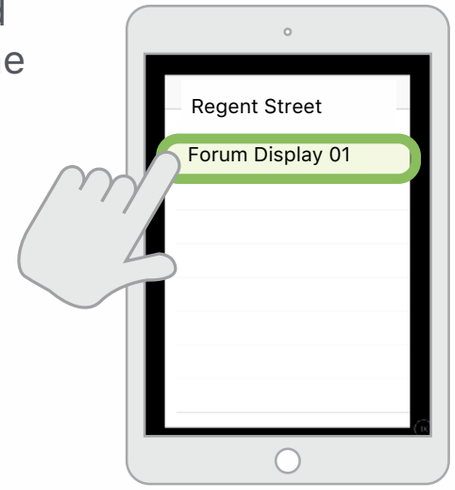
If using AirPlay, confirm that the demo devices have the latest OS.

Login to AV.apple.com

Using an iPad, login to AV.apple.com from Safari

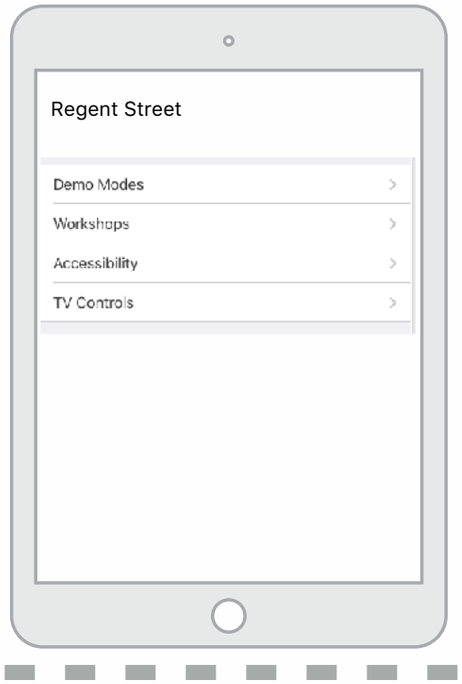
Select the correct Forum Display.

Select the zone and then the name of the Forum Display you want to control.



Review the list of functions.

When you're connected to the Forum Display, you'll see this list of functions:



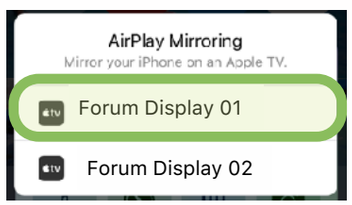
Note: If you don't see the list of workshop titles, you're not properly connected to the Forum Display.

Select Demo Modes.

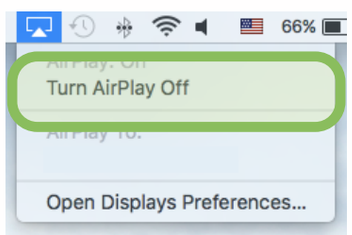
Scroll down and tap AirPlay to switch the Forum Display to AirPlay mode.

Enable AirPlay on other devices.

iOS



Mac



From the presentation device you want to connect, turn on AirPlay and connect to the Forum Display.

Pair the devices.

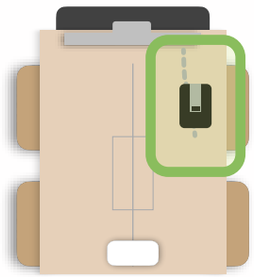
Enter the AirPlay code shown on the screen to pair the presentation device.

SETUP: APPLE WATCH DEMO STAND

Equipment

The Apple Watch Demo Stand lets you use the iSight camera on iPhone to show Apple Watch demos on the FD. The Apple Watch Demo Stand replaces the Elmo camera.

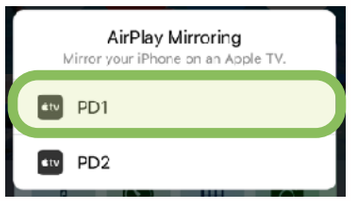
Position the stand.



Position the stand in the **first spot in front of the screen**, on the **same side as the Forum Display cable bundle**, to ensure that the cables don't interfere with customers.

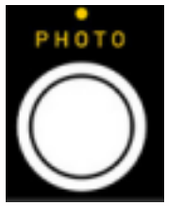
Mirror the iPhone to the Forum Display.

Use Airplay to mirror iPhone to the Forum Display.



Launch the Camera app from iPhone.

Tap the Camera app on the iPhone and swipe to select Photo mode.



Enable Camera mode.

Tap Camera in AV Control to switch the Forum Display to Camera mode to share the iSight camera.

Place iPhone on the stand.

Place iPhone on top of the Apple Watch Demo Stand with the iSight camera facing down.

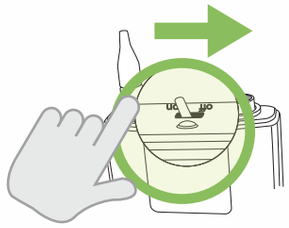
Place demo units under the camera.

Center the paired Apple Watch or iPhone underneath the iSight camera.

SHUTDOWN (CONT.)

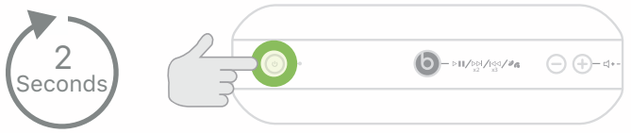
10 Minutes

Turn off the Shure transmitter.



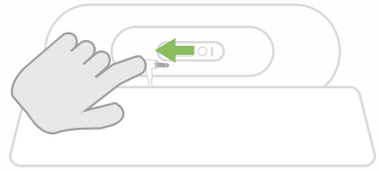
Turn off the bodypack transmitter.

Turn off the Beats Pill+.



Press and hold the speaker power button for 2 seconds until you hear a sound and the Beats logo turns off.

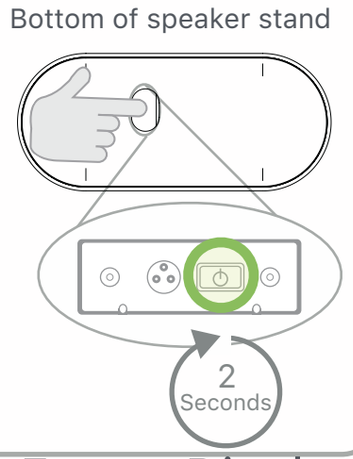
Unplug the audio cable.



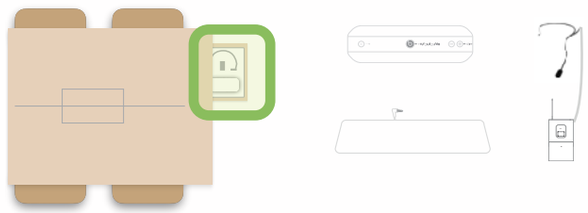
Unplug the 3.5mm audio cable from the speaker.

Turn off the Shure Transmitter.

Press and hold the power button on the the bottom of the speaker stand for 2 seconds.

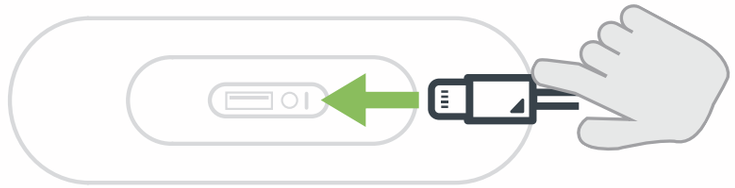


Store the audio equipment.



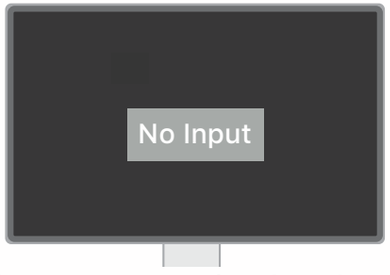
When not in use, turn off and store all audio equipment in the FD Accessory Kit.

Charge the Beats Pill+.



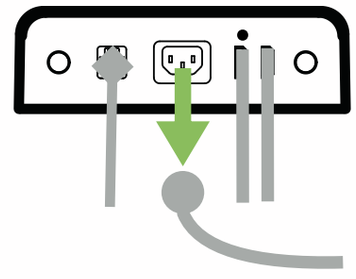
Plug the Lightning Cable into the speaker.

Ensure that the Forum Display has shut down.



Confirm that the Forum Display has a “No Input” message on the screen, which indicates that it has completely shut down.

Unplug the power cable.

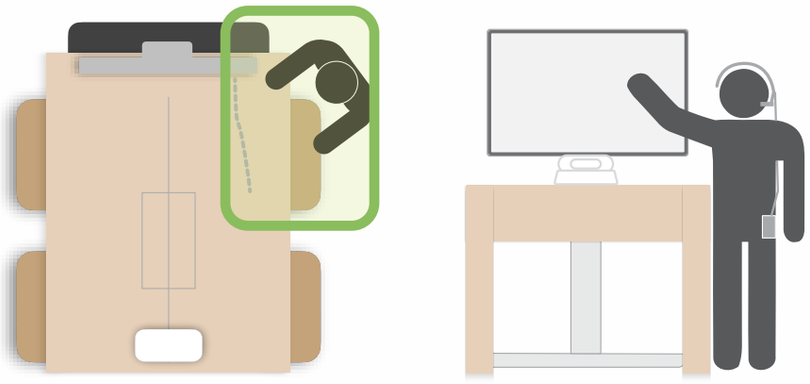


Carefully unplug the power cable from the base. All other cables may remain plugged in.

PRESENT

Carefully move and properly setup the Forum Display to ensure effective use.

Where to Stand



Position yourself in the **first spot in front of the TV**, on the **same side as the Forum Display cable bundle**, to ensure that the cables don't interfere with customers. This will also create a more personal connection between you, the FD, and our customers.

Session Content

30 minutes before an Apple-led session begins, select session content from av.apple.com, accessible via Safari from any device.

Select HDMI Input

Tap System HDMI from the Demo Mode menu in AV Control to switch the Forum Display into HDMI and connect your device via cable to share your device screen.

Note: When not in use, turn off and store all audio equipment in table drawers or Backstage to prevent theft.

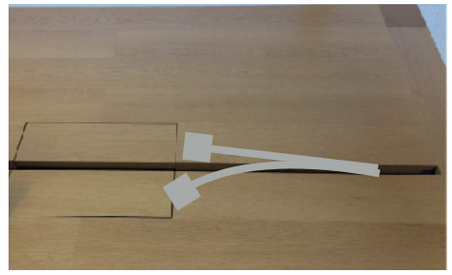
PRESENT: HDMI CABLES

For best customer experience HDMI 1 should be used for workshops requiring audio and video

Remove the cables.

The HDMI cable bundle used for the Forum Display is in the space on top of the table. Pull out the HDMI cable bundle, which contains two HDMI cables.

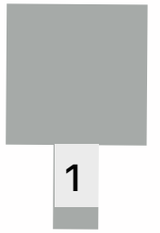
HDMI cables are marked 1 and 2



If AirPlay is not reliable or creates issues, you must connect to the Forum Display with an HDMI cable, follow these instructions:

Identify the HDMI 1 cable.

Look for the HDMI cable that looks similar to the one in the image.



Connect the HDMI 1 cable.

Connect your device with the HDMI 1 cable and any necessary adapters.

Enable HDMI 1 mode.

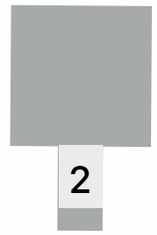
Using av.apple.com, tap Demo Modes, and select HDMI 1 to display device screen on the Forum Display. Device and microphone audio will stream to the speaker on the table.

PRESENT: HDMI CABLES (CONT.)

HDMI 2 is a direct connection to the FD screen only. Use the HDMI 2 cable only when all other display methods are unavailable.

Identify the display HDMI cable.

Look for the HDMI 2 cable that looks similar to the one in the image.

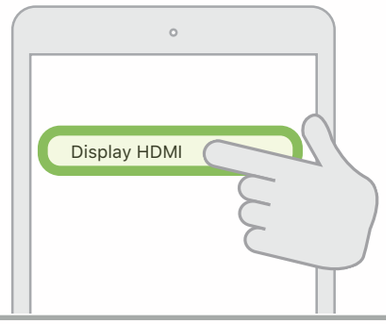


Connect the display HDMI cable.

Connect your device with the display HDMI 2 cable and any necessary adapters.

Enable Display HDMI mode.

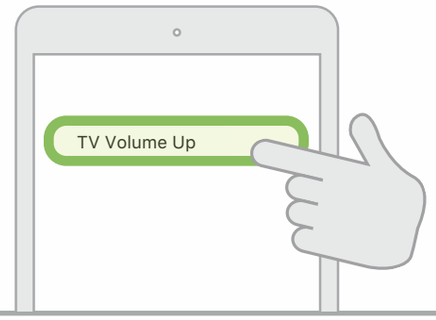
Using av.apple.com, select Demo Modes and tap HDMI 2 to display your device screen on the screen.



Adjust the audio.

Note: When using the HDMI 2 cable, the device audio won’t stream to the Beats Pill+. The Creative’s headset audio will transmit to the Beats Pill+.

To hear device audio, adjust the screen audio settings with the volume controls from within TV Controls on av.apple.com.



To resolve issues with the Forum Display, try restarting it.

SHUTDOWN 10 Minutes

Warning: Improper shutdown can damage hardware and cause errors when restarting.

Launch AV Control (av.apple.com)

Access av.apple.com from within Safari on any device. This is a web based application.

Select the correct Forum Display.

Select the name of Forum Display that you want to shut down.

Select Shutdown.

Select TV Controls and tap Shutdown to start the 90-second timer that will shut down the Forum Display.

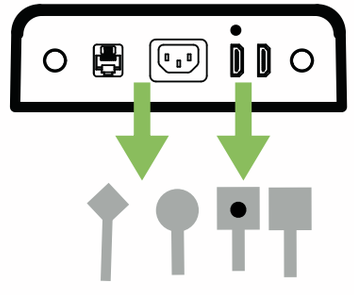
To cancel shutdown, tap Stop.

MOVE

Follow these instructions if you must move the Forum Display.

Unplug the cables.

Carefully unplug all the cables from the base.



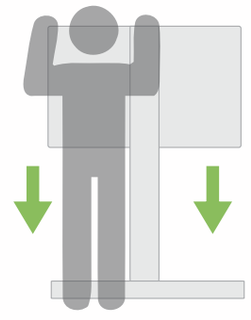
Store the cables.

Place FD cable bundle in the accessory kit.

Lower the screen.

Facing the back of the FD, firmly press and hold the button on the top of the FD mast while pushing down on the screen to lower. Release the button when the TV is at its lowest position.

Note: Never move the stand while the TV is in its highest position.



Move the stand.

Place one hand on the frame of the screen and the other hand on the mast. Carefully **push the FD sideways**.

CHECKLISTS

Setup and Connect: 15 minutes

1. Carefully move and center the Forum Display at the end of the table, with the screen facing the table.
2. Place the Beats Pill+ and speaker stand one-third of the table length away from the monitor, facing away from the screen.
3. Raise the screen by gently lifting it to its highest position.
4. Remove the cable bundle from the accessory kit.
5. Plug the cables into the Forum Display base ports.

Start here if the Forum Display is already in position.

6. Plug in the power cable.
7. Turn on the Mac mini and the Shure audio transmitter on the base.
8. Connect and turn on the speaker stand Shure audio receiver and the Beats Pill+ speaker.
9. Connect the microphone and turn on the Shure bodypack transmitter.
10. Connect to the FD with the AV.Apple.com Controls from the control iPad.
11. Connect presentation device to FD using HDMI1 cable.

CHECKLISTS

Present

1. Begin setting up and testing connections 45 minutes before the Apple-led session begins.
2. Position yourself at the front of table next to the TV, on the same side as the power cable.
3. Thirty minutes before the Apple-led session begins, select the Workshop template from the Av.Apple.com Controls app to display it on the screen.
4. Tap HDMI 1 in the AV. Apple.com app to switch to HDMI 1 mode and share your device screen.
5. At the end of the Apple-led session, tap Thank You in AV.Apple.com .
6. Store all audio equipment when it’s not in use in the FD Accessory Kit.

CHECKLISTS

Shutdown: 10 minutes

1. Launch AV.Apple.com FD Controls from Control iPad.
2. Tap the Forum Display name.
3. Tap Shutdown.
4. Turn off the Shure bodypack transmitter.
5. Turn off the Beats Pill+.
6. Unplug the audio cable.
7. Turn off the Shure speaker stand receiver.
8. Store the audio equipment in the FD Accessory Kit.
9. Charge the speaker.
10. Check the screen to ensure that the Mac mini is off.
11. Unplug the power cable.

CHECKLISTS

Move

1. Unplug the cables.
2. Store the cables in the FD Accessory Kit.
3. Lower the screen.
4. Move the Forum Display carefully.

TROUBLESHOOTING BASICS

View the user guide for more troubleshooting tips.

Issue	Indicator Status	Solution
Screen, Mac mini, or FD base audio receiver won’t turn on	TV off, blank screen	Confirm that base power cable is completely plugged into base power outlet.
		Confirm that base power cable is connected to the table power outlet.
		Confirm that table has power by testing other table power outlets.
No sound coming from the Beats Pill+	Beats logo is off	Press the power button to turn on the speaker. If speaker won’t turn on, try charging the speaker with the Lightning Cable.
		Confirm that the speaker stand 3.5mm audio cable is connected to the speaker.
	Speaker stand receiver power LED off, red, or blinking red	Insert fresh batteries, or turn on the receiver.
		Turn on the base audio receiver by pressing and holding the audio receiver button for 2 seconds.
No sound from the speaker when I talk into the microphone		Confirm that the microphone cable is plugged into the bodypack transmitter.
	Bodypack transmitter power LED off, red, or blinking red	Insert fresh batteries and turn on the transmitter.
No sound while using a device connected via AirPlay		Confirm that AV Controls is set to AirPlay mode.
		Confirm that you’re still connected to the Forum Display via AirPlay.
		Confirm that device volume is turned on and set to an audible level.
Buzzing/ humming sound coming from the screen		If you’re not using the screen for audio, tap “Volume 0” in the AV Controls.
Issue with AV Controls app	Cannot login to AV Control	Partner with a leader in your store and ensure you have the necessary access.
Not seeing the list of Forum Display names or workshop titles in AV Control	No listing or multiple listing of Forum Display names. Don’t see a list of workshop titles	Refresh the list by swiping down on the screen.
		Logout and login to AV.apple.com and try again.
		Submit a ticket to Retail Technology via the support tab within AV.apple.com

TROUBLESHOOTING BASICS (CONT.)

Issue	Indicator Status	Solution
Popping or feedback from the Beats Pill+		The microphone might be positioned too close to your mouth. Move the microphone away from your mouth.
		A cell phone or another device might be too close to the beltpack. Try moving the cell phone or device away from the beltpack.
A device can’t connect to Airplay, or keeps getting disconnected	The device isn’t connected to the selected Forum Display	Confirm that you’re connected to the correct Forum Display. Confirm the AirPlay code shown on the screen.
		Move closer to the Forum Display and try reconnecting with AirPlay.
		After three unsuccessful attempts to connect with AirPlay: - Connect the device with the HDMI 1 cable and an adapter - Tap HDMI 1 in the AV Controls app
		After three unsuccessful attempts to connect with HDMI 1: - Connect the device with the HDMI 2 cable and an adapter - Tap HDMI 2 in the AV Controls app - Adjust the audio with the screen volume controls in AV Controls app - Confirm that the device audio transmits to the screen by playing an audio clip from your device - Confirm that the microphone audio transmits to the Beats Pill+ by talking into the microphone

TROUBLESHOOTING BASICS (CONT.)

Issue	Indicator Status	Solution
Device is not showing on the TV when I try to connect with AirPlay	Blank or black screen when I try to connect with AirPlay	Confirm that you're connected to the correct Forum Display. Confirm the AirPlay code shown on the TV.
		Tap AirPlay from within AV.apple.com, Demo Modes.
		Move closer to the Forum Display and try to reconnect with AirPlay.
		Perform the shutdown sequence and then remove the power cord from the Forum Display base. Wait 15 seconds, then perform the start up sequence.
		After three unsuccessful attempts to connect with AirPlay: - Connect the device with the HDMI 1 cable and an adapter - Tap HDMI 1 in the AV Controls app
		The Forum Display needs to be restarted to fix the issue: 1) Turn on paired Magic Keyboard and Magic Mouse to connect to Forum Display 2) With the Keyboard, press "command ⌘+ Q" twice to return to the Mac mini desktop." 3) Select Restart from the Apple menu
Forum Display won't shut down	Forum Display is still on	Wait 90 seconds for the Forum Display hardware to completely shut down.
		Logout and log back into AV.apple.com. Retry shutting down the selected Forum Display.
		After three unsuccessful attempts with the AV.apple.com: 1. Remove the designated Forum Display Magic Keyboard and Magic Mouse from accessory case. 2. Turn on the Magic Keyboard and Magic Mouse to pair them with the Mac mini. 3. Using the Magic Keyboard, press "command ⌘+ Q" twice to quit Sedna Presenter Software. 4. Select Shut Down from the Apple menu. Note: Using this method to shut down the Forum Display might cause errors when restarting. You should try to properly restart and shut down the Forum Display again before using to ensure proper configuration.

SUPPORT

Issues with AV Control:

retailtechnology@apple.com

Issues with Apple-led content:

storesupport@apple.com

Issues with Forum Display hardware, such as the stand, screen, Beats Pill+, and microphone:

Submit a support request from within AV.apple.com